

E-01345A-03-0437

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



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RECEIVED

Investigator: John La Porta

Phone: (602) 542-0819

Fax:

2003 SEP 22 P 4:13
(602) 542-2129

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 28893

Date: 9/16/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

First:

Last:

Complaint By: Betty & Edward

Comstock

Account Name: Betty & Edward Comstock

Home (928) 772-4745

Street: 4649 N Spring Drive

Work: (000) 000-0000

City: Prescott Valley

CBR:

State: AZ **Zip:** 86314

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Jennie Vega

Contact Phone: (602) 250-2038

Nature of Complaint:

Attached correspondence from a customer who is against Arizona Public Service Company getting a rate increase.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Forwarded a copy of the correspondence to Jennie Vega from APS. Who states basically that the customer is paying more for their electric because they are using more. Advised customer that they were always being charged for the things like a delivery charge, etc. prior to 1998, but she is only seeing on her bill now, because the Commission asked APS to provide this information to their customers. It's not a new charge. Also informed the customer that they might qualify for low income assistance, but she commented they do not. Customer wanted her opinion documented for the record. CLOSED.

Date Completed: 9/16/2003

Opinion No. 2003 - 28893

Arizona Corporation Commission
DOCKETED

SEP 22 2003

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**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: John La Porta **Phone:** (602) 542-0819 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2003 - 28321 **Date:** 8/27/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** John **Last:** Wyllie

Account Name: xxxxx **Home** (602) 841-7127

Street: 3232 W State Ave **Work:** (000) 000-0000

City: Phoenix **CBR:** 602-881-0679

State: AZ **Zip:** 85051 **is:** Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: N/A **Contact Phone:** N/A

Nature of Complaint:

Customer called to say that before the Commission approves the APS rate reequest, he would like the Commission to review the free 1,000 footage issue along with uping the \$25,000 limit to \$40,000-\$50,000. He understand that rule has been effect for the past 25 years and feels with inflation and everything going up, the limit amount should go up.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Agreed to write up the customer comments for the record. He wanted to information relating to telephone footage allotments, but I told him, that he would have to call those companies for more specific information. CLOSED.

Date Completed: 8/27/2003

Opinion **No.** 2003 - 28321